

## PURPOSE

Telecommunications policy explains how to request installation, repair, or a change of desk phones within the Michigan Department of Health and Human Services (MDHHS) according to the Department of Technology, Management and Budget (DTMB) State of Michigan Technical Procedures posted at: [inside.michigan.gov/DTMB/Policies, Standards and Procedures](https://inside.michigan.gov/DTMB/Policies,StandardsandProcedures) [1345.00.03.01, Desk Phone Procedure](#) and [1345.00.03, Desktop Phone Standard](#).

## POLICY

The Bureau of IT Support Services, Smart Device and Technology Services, is responsible for coordination of the following services:

- Telephones.
- Telephone service.
- Installation, moves, additions, changes and disconnects.

Users, who have an assigned State of Michigan (SOM) mobile device (iPhone), will not be eligible to obtain or retain a desk telephone. Exceptions may apply.

## PROCEDURE

A designated site coordinator submits an online DTMB 906, Telephone Work Request, for agency telecom coordinator approval.

## INTERNATIONAL CALLS

To make an international call the county iPhone site contact emails the [MDHHS-Onboarding](#) mailbox with the worker name, worker cell number, wireless carrier and the country they are trying to call and we will temporarily add international calling when they need to contact a client in another country.

## CONTACT

If there are questions about the form contact [MDHHS-Onboarding](#) for more information.